

PROGRAM MANAGER I

CLASSIFICATION DEFINITION

Under direction, the Program Manager I plans, organizes, and directs employment, eligibility, and/or social services units or programs in a local public social services department or agency. Some positions may have additional responsibility for administrative services units.

A Program Manager I differs from the Program Manager II in that the latter typically has responsibility for the total eligibility, total employment or total social services program in a department where the organizational structure requires two or more subordinate levels of supervision. A Program Manager I serves in a second level managerial capacity to provide management and supervision of various units and/or programs.

SUPERVISION EXERCISED AND RECEIVED

Incumbents in the Program Manager I classification receive supervision from a deputy director, director, or other higher-level management. The Program Manager I provides direct supervision to program supervisors in the assigned program areas, and other staff as assigned.

TYPICAL DUTIES

Duties may include, but are not limited to, the following:

- Manages and administers assigned units and/or programs.
- Selects, trains, evaluates and disciplines subordinate staff.
- Serves as a resource for interpretation of Federal and State laws affecting the assigned program.
- Assists in the development of policies and procedures; reviews and assures proper procedures are in place and followed.
- Performs analysis and prepares detailed written reports of findings pertaining to the quality and efficiency of services provided within the assigned program.
- Maintains current awareness of changes in laws and regulations and keeps subordinate staff informed.
- Provides professional and technical consultation on complex program matters.
- Assists and participates in the development of in-service training and staff development programs.
- Assists in preparation of budget information related to assigned programs.

- Represents the department at community organizations, public gatherings and meetings.
- Enters and retrieves information from an automated computer system
- Performs other duties as assigned.

EMPLOYMENT STANDARDS

Knowledge of:

- Employment, eligibility, social services, and other public social services programs.
- Principles and practices of supervision and management, employee development and public relations.
- Public funding and budget preparation.
- Community needs and resources.

Ability to:

- Plan, organize, and direct the work of others.
- Interpret rules and regulations.
- Analyze situations accurately and adopt an effective course of action.
- Speak and write effectively.
- Enlist the cooperation of and work effectively with community organizations, government agencies and others.
- Work effectively with county board of supervisors.
- Establish goals and objectives.

MINIMUM QUALIFICATIONS (Education and/or Experience)

EITHER

One (1) year of experience performing duties comparable to a Social Worker Supervisor I or II, Eligibility Supervisor, Employment & Training Worker Supervisor or Staff Services Manager I or II;

OR

A graduate degree in public administration or business administration or a Master's Degree in Social Work or a master's degree from a two year counseling program **AND** One (1) year of experience in employment, eligibility, or social service work in a public social service agency.

DRIVER LICENSE REQUIREMENT:

Some positions in this classification may require possession of a valid California driver's License. Employees who drive on County business to carry out job-related duties must possess a valid California driver's license for the class of vehicle driven and meet automobile insurability requirements of the County. Eligibility for employment for those who do not meet this requirement due to disability will be reviewed on a case-by-case basis by the appointing authority.